

SECTION C-12

PERFORMANCE REQUIREMENTS DOCUMENT

(Transportation)

C-12. Transportation—Description of Services.

C-12.1. Scope of Work.

This description of services describes the United States Army Garrison, Fort Sam Houston Transportation support services that shall be performed by the Service Provider. The purpose of this Performance Requirements Document (PRD) and the resulting contract is to obtain efficient, cost-effective Base Operations (BASOPS) services for all activities on Fort Sam Houston, its sub-installations, leased facilities and other off-post sites as defined in appropriate support agreements. The estimated quantities of work are listed in C-12.4 Technical Exhibit 6, Estimated Annual Workload and Associated Factors.

C-12.2. Summary of Expectations.

The Service Provider shall provide logistical support and traffic management services to active duty, National Guard, and Reserve military personnel of the uniformed service (assigned or attached permanent party, students and transient military personnel), DOD civilian employees, students, retirees and eligible family members. Major Transportation customers include, but are not limited to, MEDCOM, AMEDDC&S, U.S. Army Garrison Fort Sam Houston, Army Reserve and National Guard units, tenant units, and Reserve Officers Training Corp (ROTC) units in the South East Texas Region. The Service Provider shall perform designated transportation services to include, but not limited to, personnel and cargo transport, personal property movement, passenger services, and installation transportation office staff support services. The Service Provider shall be knowledgeable of and refer customers to the contract vendor providing installation shuttle and school bus driving services. The Service Provider shall manage vehicle operations for FSH. A consolidated listing of mandatory and advisory documents applicable to this PRD is contained in C-12.4 Technical Exhibit 4, Publications and Forms.

The Service Provider shall be responsible for applying appropriate mandatory and advisory technical standards, resources, and priorities to fulfill product and service requirements, aiding the customer in defining and quantifying his expectations of satisfactory quality, and performing any rework necessary to yield a final product or service that will ensure high customer satisfaction. See Technical Exhibit 1 and Technical Exhibit 7 for a listing which includes, but is not limited to, services for which the Government has identified at least one type of standard which is significant to satisfactory performance. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

The normal duty hours for Transportation services, except for the motor pool, shall be from 7:15 A.M. to 4:00 P.M., Monday through Friday, excluding government holidays. The motor pool hours of operation shall be 6:00 A.M. to 5:00 P.M. Monday through Friday, excluding government holidays. In addition to direct coordination with supported customers, the Service Provider shall also coordinate with other Government offices and Government Contractors to the extent necessary to ensure satisfactory performance under this PRD and to effect a smooth hand-off of work to and from other Government or contracted service providers.

C-12.3. Services Performed.

C-12.3.1. The Service Provider shall provide personal property movement services.

C-12.3.1.1. *The Service Provider shall process requests for shipments of personal property.* The Service Provider shall receive and process requests for personal property shipments in the continental United States (CONUS),

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overseas locations, and Do-It-Yourself (DITY) moves. The Service Provider shall use the Transportation Operational Personal Property System (TOPPS) to process all movements. The Service Provider shall provide information and counseling on shipping entitlements for movement or storage of personal property. The Service Provider shall prepare and issue documents and forms to accomplish the shipment, storage, and pack and crate services and shall maintain and control these documents and forms. The Service Provider shall establish required delivery dates of outbound personal property as agreed between commercial carrier and Joint Personal Property Shipping Office (JPPSO).

C-12.3.1.2. *The Service Provider shall provide customer assistance and respond to customer inquiries.* The Service Provider shall provide efficient and courteous service lending technical assistance and guidance to all customers seeking information relative to the movement of personal property. The Service Provider shall counsel customers on entitlements and assist customers in completing all necessary forms.

C-12.3.1.3. *The Service Provider shall process moving expense forms, calculate estimated costs for personal property shipments, process claims for reimbursement, and provide guidance and advice as necessary.* The Service Provider shall furnish an estimated cost for shipment and storage of personal property to include personal property shipments, mobile homes, privately owned vehicles (POVs), and boats. The Service Provider shall document and provide guidance and assistance to customers with the preparation of claims for reimbursement. The Service Provider shall provide cost estimates for customers to submit to Defense Finance and Accounting Service (DFAS) for reimbursement of expenses or for advance payment for expenses when arranging personally procured movement of mobile homes/personal property.

C-12.3.1.4. *The Service Provider shall review and process DITY move documentation.* The Service Provider shall review, verify, and validate all supporting documentation provided from the customer for a DITY move. The Service Provider shall ensure documentation is complete, calculate actual cost of move, and forward to DFAS upon approval by the government official. The Service Provider shall bring any discrepancies to the attention of the government official for resolution.

C-12.3.1.5. *The Service Provider shall prepare Environmental Protection Agency (EPA) Waivers for POVs.*

C-12.3.1.6. *The Service Provider shall establish and maintain contact with the JPPSO for the movement of personal property.* The Service Provider shall provide the Non-Temporary Storage (NTS) expiration report to the JPPSO on a monthly basis to verify and report non-temporary storage lots that remain valid.

C-12.3.1.7. *The Service Provider shall process requests for extension of shipping entitlements.*

C-12.3.2. **The Service Provider shall provide passenger travel services.**

C-12.3.2.1. *The Service Provider shall process group travel (21 or more) and Overseas Passenger Travel for military, civilian employees, students, and family members.* The Service Provider shall receive and process travel requests and coordinate with the approved travel vendor to purchase airline tickets. The Service Provider shall process travel requests using Air Mobility Command (AMC) flights when possible. The Service Provider shall process customer requests for the use of non-contract carriers when provided with supporting justification from the customer, and submit to government official for approval. The Service Provider shall provide customer with ticket and itinerary. For large classes of students, the Service Provider shall schedule with schools to deliver tickets. The Service Provider shall return all unused tickets to the approved travel vendor. (See Technical Exhibit 2 for a listing of Government Furnished Contracts available to support this service.)

C-12.3.2.2. *The Service Provider shall process requests for ground transportation.* The Service Provider shall coordinate with the Military Traffic Management Command (MTMC) to determine the appropriate bus company

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to use for ground transportation. The Service Provider shall coordinate with the involved unit or class to schedule pick up location, date, and time.

C-12.3.2.3. *The Service Provider shall process approved requests for passports, VISAs, port calls, and Status of Forces Agreements (SOFA) Stamps.* The Service Provider shall forward all completed documentation to the appropriate agency.

C-12.3.2.4. *The Service Provider shall reconcile the travel billing from the approved financial institution weekly.* The Service Provider shall verify and reconcile the approved travel vendor transaction listing with the financial institution's bill, document any discrepancies, and submit to the government official for approval. Copies of all forms will be provided to DFAS.

C-12.3.2.5. *The Service Provider shall process Cash Collection and Pay Adjustment vouchers.* The Service Provider shall process pay adjustments for travel. The Service Provider shall process cash collection vouchers, collect payment for the difference of cost in travel, and submit documentation and funds to DFAS.

C-12.3.2.6. *The Service Provider shall respond to customer inquiries.* The Service Provider shall receive, research and respond to customer requests for information regarding travel, tickets, cost, reimbursements, travel procedures, and entitlements.

C-12.3.3. **The Service Provider shall provide support for unit moves.**

C-12.3.3.1. *The Service Provider shall review, update and transmit unit Computerized Movement Planning and Status System (COMPASS) data.* The Service Provider shall operate the arrival/departure airfield control group and annually review each unit's data entered into the Transportation Coordinator Automated Command and Control Information System (TC-ACCIS), complete the Installation Transportation Office (ITO) estimates, and transmit the data to FORSCOM.

C-12.3.3.2. *The Service Provider shall review unit mobilization and deployment plans and provide input as necessary.*

C-12.3.3.3. *The Service Provider shall prepare units for moves.* The Service Provider shall receive notification of the unit move, assist the unit in preparing load plans, packing lists, Automated Unit Equipment List (AUEL), and arrange required transportation for the unit. The Service Provider shall process convoy clearance requests as required.

C-12.3.3.4. *The Service Provider shall perform as TC-ACCIS administrator.* The Service Provider shall perform all tasks related to functional systems administration for TC-ACCIS. The Service Provider shall install TC-ACCIS software updates, assign user IDs and passwords, and perform daily system backups. The Service Provider shall prepare and conduct training for all users of TC-ACCIS.

C-12.3.4. **The Service Provider shall manage the Government reusable container program.** The Service Provider shall track and record the status of reusable containers arriving and departing from Fort Sam Houston. The Service Provider shall conduct inventory and inspection of reusable containers and 463L pallets, report the status of reusable containers to MTMC, and report status of 463L pallets to FORSCOM.

C-12.3.5. **The Service Provider shall manage vehicle operations.** The Service Provider shall operate the transportation motor pool and perform vehicle fleet management. The Service Provider shall police the motor pool area. (See Technical Exhibit 2 for listings of Government Furnished Contracts to support this service.)

C-12.3.5.1. *The Service Provider shall provide vehicle fleet management services.* The Service Provider shall manage the vehicle fleet inventory to include, but not be limited to, vehicle maintenance, recordkeeping services for

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operation, billing procedures, damage collection, and leasing data for vehicle fleet. The Service Provider shall maintain accurate information on vehicle inventory, utilization, mileage, accidents, fuel usage, and inspections. The Service Provider shall prepare and submit required reports to the government official for approval to include, but not limited to, monthly receiving reports and vehicle accident reports.

C-12.3.5.2. *The Service Provider shall initiate Reports of Survey for damaged vehicles.* The Service Provider shall initiate the report of survey within 10 work days of notification or observation of damage.

C-12.3.5.3. *The Service Provider shall operate the Transportation Motor pool.* The Service Provider shall operate the motor pool under a user-driver concept which requires the requesting activity to furnish drivers for the vehicles. The Service Provider shall dispatch vehicles to customers and maintain a schedule and log of vehicle dispatches. The Service Provider shall inspect vehicles prior to and after issue, verify customer has a valid drivers license, brief customer on his/her responsibilities concerning the vehicle, issue vehicle and keys, accept turn in of vehicle and keys, and issue fuel credit cards as required. The Service Provider shall review and approve annual justification documents for organizational vehicles. The Service Provider shall assign vehicles to units for permanent use.

C-12.3.5.4. *The Service Provider shall manage credit cards for fuel requirements.* The Service Provider shall obtain, issue, account for, control, and monitor usage of credit cards for non-tactical vehicles used by non-Service Provider activities.

C-12.3.5.5. *The Service Provider shall ensure fleet maintenance actions and services are scheduled, accomplished, and documented as required by GSA Fleet Management Center.* The Service Provider shall perform vehicle road tests as requested. The Service Provider shall transport vehicles to local vendors for repairs as required.

C-12.3.5.6. *The Service Provider shall manage the wash facility.*

~~C-12.3.5.7.~~ *The Service Provider shall be responsible for the Government drivers licensing process.* The Service Provider shall verify current state drivers license, administer and grade written exam, schedule and administer road test for applicants, and recommend issuance of drivers license by appropriate government official.

C-12.3.6. **The Service Provider shall manage and provide freight services.** The Service Provider shall provide freight services associated with the process of inbound and outbound freight movements to include, but not limited to, UPS and Federal Express shipments, and unit moves. The Service Provider shall prepare, process, label freight for shipment, and prepare Government Bills of Lading or Commercial Bills of Lading (GBLs/CBLs). The Service Provider shall provide qualified personnel to operate material handling equipment in support of freight services.

C-12.3.6.1. *The Service Provider shall process inbound and outbound freight shipments utilizing the CONUS Freight Management (CFM) system.* The Service Provider shall update and manage the CFM system.

C-12.3.6.2. *The Service Provider shall process outbound UPS and Federal Express shipments.* The Service Provider shall receive shipping requests from customer, validate forms, review stock class, complete shipper certification and shipping label, ensure item is properly packaged, provide package for pickup, and pay bill.

C-12.3.6.3. *The Service Provider shall process hazardous material (HAZMAT) shipments.* The Service Provider shall verify proper packing and documentation of HAZMAT shipments.

C-12.3.6.4. *The Service Provider shall administer the shortage, overage, damages, and discrepancy program.* The Service Provider shall annotate any discrepancies on GBL, provide copy to carrier, and transmit information to DFAS.

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C-12.3.6.5. *The Service Provider shall respond to customer inquiries.* The Service Provider shall receive, research, and respond to customer requests for information regarding freight shipments.

C-12.3.6.6. *The Service provider shall receive and inventory small personal property shipments from customers and store until pickup by commercial carrier.*

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C-12.4. Technical Exhibits.

TECHNICAL EXHIBIT 1 – SERVICE PERFORMANCE SUMMARY (SPS)

TECHNICAL EXHIBIT 2 – GOVERNMENT FURNISHED CONTRACTS

TECHNICAL EXHIBIT 3 – ACRONYMS AND DEFINITIONS

TECHNICAL EXHIBIT 4 – PUBLICATIONS AND FORMS

TECHNICAL EXHIBIT 5 – REQUIRED REPORTS

TECHNICAL EXHIBIT 6 – ESTIMATED ANNUAL WORKLOAD AND ASSOCIATED FACTORS

TECHNICAL EXHIBIT 7 – PERFORMANCE SUMMARY OF QUALITY CONTROL STANDARDS

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C-12.4.1. **Technical Exhibit 1—Service Performance Summary (SPS).**

C-12.4.1. SERVICE PERFORMANCE SUMMARY (SPS). The SPS charts, at the end of this technical exhibit:

C-12.4.1.1. Lists the specific paragraph in the SPS that the government will surveil. The absence of any contract requirement from the SPS shall not detract from its enforceability or limit the rights or remedies of the government under any other provision of the contract, including the clauses entitled “Inspection of Services” and “Default.”

C-12.4.1.2. Lists the service to be performed.

C-12.4.1.3. Lists the standard of performance for each specific service.

C-12.4.1.4. Lists the maximum error rate from standard performance for that service, that may occur before the government will determine the service to be unacceptable. The lot size is used when random sample is the basis for surveillance. The period of time covered by the inspection is also listed.

C-12.4.1.5. Lists the surveillance methods the government will use to evaluate the service provider’s performance in meeting the contract requirements.

C-12.4.2. GOVERNMENT QUALITY ASSURANCE. Service Provider performance will be compared to the contract standards and performance requirements using the Quality Assurance Surveillance Plan (QASP). This document is for government use only.

C-12.4.2.1. Random sampling of recurring service output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-12.4.2.2. One Hundred-Percent Inspection of those tasks that occur infrequently and cannot be random sampled because the sample size for a small lot may exceed the lot size. This type of inspection occurs each time a task is performed.

C-12.4.2.3. Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, annually, or as required) as determined necessary to assure a sufficient evaluation of contractor performance.

C-12.4.2.4. Customer complaints.

C-12.4.3. PERFORMANCE EVALUATION. Performance of a service will be evaluated to determine whether or not it meets the minimum standard listed in the contract. When the performance standard is exceeded, a Contract Discrepancy Report (CDR) will be issued to the contractor by the contracting officer. The contractor shall respond to the CDR by completing the form and returning it to the contracting officer within 15 calendar days of receipt

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PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE	SURVEY METHOD
C-12.3.1.1	The Service Provider shall process requests for shipments of personal property	Input shipment information into TOPS within 3 work days of receipt of request from customer	10% Lot = shipment processed quarterly	Random sampling
C-12.3.2.1	The Service Provider shall process group travel and Overseas Passenger Travel for military, civilian employees, students, and family members	All travel requests will be processed within 5 workdays of receipt of request from customer and all tickets will be provided to customer no earlier than 7 workdays prior to departure date	10% Lot = number of travel request processed per year	Random sampling
C-12.3.2.1	The Service Provider shall process group travel and Overseas Passenger Travel for military, civilian employees, students, and family members.	All requests for the use of non-contract carriers will be processed and approval obtained upon receipt of documentation from customer	10% Lot = Number of travel requests for non-contract carriers processed per year	Random sampling
C-12.3.3	The Service Provider shall provide support for unit moves	All requests for convoy, rail, and special hauls will be processed within 7 work days of receipt of request	5% Lot = Number of unit moves per year	Random sampling
C-12.3.5.3	The Service Provider shall operate the Transportation Motor pool	Vehicles should be dispatched to customer within 5 minutes of customer arrival at dispatch window	5% Lot = number of vehicle dispatches per month	Random sampling
C-12.3.6.1	The Service Provider shall process inbound and outbound freight shipments utilizing the CONUS Freight Management (CFM) system.	All outbound shipments will be processed within 3 workdays or receipt of shipment documentation from customer	5% Lot = number of outbound shipments processed per quarter	Random sampling
C-12.3.6.1	The Service Provider shall process inbound and outbound freight shipments utilizing the CONUS Freight Management (CFM)system	All inbound shipments will be processed same day of receipt from carrier	5% Lot = number of inbound shipments processed per quarter	Random sampling

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C-12.4.2. Technical Exhibit 2—Government Furnished Contracts.

Contract Number	Service Provider	Service Description	Comments
DADA10-00-D-0087	DeLeon Technical Services	Installation shuttle and school bus driver service	PRD Ref C-12.3.5
DAHC22-94-C-0001	CW Government Travel, Inc.	Provide airline ticketing, transportation ticketing service to Department of Army personnel for official travel	PRD Ref C-12.3.2.1

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C-12.4.3. Technical Exhibit 3—Acronyms and Definitions.

This Technical Exhibit contains only those acronyms and definitions that are unique to Section C-12 of the PRD. Please refer to Appendix A, Section C-1.5 for all others not cited in this Technical Exhibit.

ACRONYMS

AMC - Air Mobility Command
AUEL - Automated Unit Equipment List
CBL - Commercial Bill of Lading
CFM - CONUS Freight Movement
COMPASS - Computerized Movement Planning and Status System
CONUS - Continental United States
DFAS - Defense Finance and Accounting Service
DITY - Do It Yourself
EPA - Environmental Protection Agency
FORSCOM – U.S. Army Forces Command
GBL - Government Bill of Lading
HAZMAT - Hazardous Material
ITO - Installation Transportation Office
JPPSO - Joint Personal Property Shipping Office
MTMC - Military Traffic Management Command
N/A – Not Available
NTS – Non-Temporary Storage
POV - Privately Owned Vehicle
ROTC - Reserve Officers Training Corps
SOFA - Status of Forces Agreement
TC-ACCIS - Transportation Coordinator Automated Command and Control Information System
TOPPS - Transportation Operational Personal Property System
UPS - United Parcel Service

DEFINITIONS

None

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C-12.4.4. Technical Exhibit 4—Publications and Forms.

Publications and Forms that specifically apply to Section C-12 of the PRD are listed below. Appendix B, Section C-1 also contains listings of publications and forms that shall be included with this Technical Exhibit to define the full listing of applicable documents. The publications and forms have been coded as mandatory or advisory. The Service Provider is obligated to follow those publications and use those forms coded as mandatory to the extent specified in other portions of PRD Section C-12. The Service Provider shall be guided by those publications or use those forms coded advisory to the extent necessary to accomplish requirements in this PRD. All publications and forms listed will be provided by the Government at the start of the contract. It is the responsibility of the Service Provider to establish follow-on requirements if necessary. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract.

Table 4-1: Federal Government Documents

Document	Publication Name	Date
CFR, Title 29, Part 1910	Labor (Occupational Safety & Health)	Jul 99 Mandatory
CFR, Title 49, Part 100-199	Transportation (Transporting Hazardous Materials)	Oct 98 Mandatory
Federal STD 313B	Hazardous materials	undated Mandatory
FTR	Federal Travel Regulation	1 Jun 00 Mandatory
JFTR, Vol I	Joint Federal Travel Regulation, Volume I	1 Jun 00 Mandatory
JFTR, Vol II	Joint Federal Travel Regulation, Volume II	1 Jun 00 Mandatory

Table 4-2: Department of Defense Documents

Document	Publication Name	Date
DoDR 1000.21-R	Passports & Passport Agent Services Regulation	Apr 97 Mandatory
DoDR 4500.32-R	Military Standard Transportation and Movement	15 Mar 87 Mandatory
DoDR 4500.34-R	Personal Property Traffic Management Regulation	01 Oct 91 Mandatory
DoDR 4500.36-R	Management, Acquisition & Use of Motor Vehicles	Mar 94 Mandatory
DoDR 4500.54-R	DOD Foreign Clearance Guide	Jul 99 Mandatory
DoDR 4500.9-R	Defense Transportation Regulation, Part I	04 Aug 95 Mandatory

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Document	Publication Name	Date
DoDR 4500.9-R	Defense Transportation Regulation, Part II	Apr 96 Mandatory
DoDR 4515.15- R	Air Transportation Eligibility	Nov 94 Mandatory
DoDR 5100.76-M	Physical Security of Sensitive conventional Arms, Ammunitions, and Explosives	03 Feb 83 Mandatory
DoDR 6050.5-L	DOD Hazardous Material Information System (fiche)	Jul 96 Mandatory
	DOD Rate Tariffs	undated Mandatory
	DOD Finance & Accounting Fiscal Station Book	undated Mandatory

Table 4-3: Army Regulations

Document	Publication Name	Date
AR 11-34	The Army Respiratory Protection Program	15 Feb 90 Mandatory
AR 25-30	The Army Integrated Publishing and Printing Program	21 Jun 99 Mandatory
AR 37-26	Accounting and Reporting for Travel and Transportation Furnished by Air Mobility Command	27 Feb 78 Mandatory
AR 37-100	Financial Administration (Fiscal Code)	Jul 96 Mandatory
AR 37-100-70	Army Management Structure	09 Dec 68 Mandatory
AR 55-28	Port Call Procedures for Passenger Movement	05 Jul 73 Mandatory
AR 55-29	Military Convoy Operations in the Continental United States	03 Sep 71 Mandatory
AR 55-38	Reporting of Transportation Discrepancies in Shipment	31 Aug 92 Mandatory
AR 55-46	Travel Orders	20 Jun 94 Mandatory
AR 55-61	Official Table of Distances, Foreign Travel	01 Sep 85 Mandatory
AR 55-71	Transportation of Personal Property and Related Services	01 Jun 83 Mandatory

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Document	Publication Name	Date
AR 55-113	Movement of Units Within the Continental United States	19 Jul 73 Mandatory
AR 55-355	Defense Traffic Management Regulation, Vol I	31 Jul 86 Mandatory
AR 55-355	Terminal Facilities Guide, Vol II	11 Apr 94 Mandatory
AR 58-1	Management, Acquisition, and Use of Administrative Use Motor Vehicles	10 Jun 99 Mandatory
AR 59-18	Management of System 4633L Pallets, Nets and tie-down Equipment	25 Mar 88 Mandatory
AR 600-8-11	Reassignments	01 Oct 90 Mandatory
AR 600-55	Motor Vehicle Driver Selection Testing and Licensing	31 Dec 93 Mandatory
AR 630-5	Leaves and Passes	01 Oct 89 Mandatory
AR 735-5	Policies and procedures for Property Accountability	31 Jan 98 Mandatory

Table 4-4: Department of the Army Pamphlets (DA Pam)

Document	Publication Name	Date
DAP 25-30	Consolidated Index of Army Publications and Blank Forms	01 Oct 99 Advisory
DAP 55-2	Its Your Move	1994 Advisory
DAP 420-47	Solid Waste Management	07 Oct 94 Advisory

Table 4-5: Ft Sam Houston Regulations, Pamphlets, and Supplements

Document	Publication Name	Date
FSHR 385-10	Occupational Safety and Health Program	13 Mar 98 Mandatory

Table 4-6: Commercial and Other Standards

Document	Publication Name	Date
DA Circular 37-87-1	Army Charge Card Program	15 Aug 87 Mandatory

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Document	Publication Name	Date
FM 55-9	Unit Air Movement Planning	Aug 81 Mandatory
FM 55-12	Movement of Units in Air Force Aircraft	10 Nov 89 Mandatory
FM 55-312	Military Convoy Operations in the Continental United States	03 Apr 91 Mandatory
FORSCOM Reg 55-1	Unit Movement Planning	01 Oct 97 Mandatory
FORSCOM Reg 55-2	Unit Movement Data Reporting and Systems Administration	01 Oct 93 Mandatory
ATA-111-L	American Trucking Association - Transportation of Hazardous Materials Regulation	01 Dec 97 Mandatory
PPCIGC	Personal Property Consignment Instruction Guide (CONUS)	12 Nov 99 Mandatory
PPCIGO	Personal Property Consignment Instruction Guide (Overseas)	12 Nov 99 Mandatory
TB 55-46-1	Standard Characteristics (Dimension, Weight, and Cube) for Transportability of Military Vehicles and other Outsized Overweight Equipment	01 Jan 99 Mandatory
TB 55-46-2	Standard Characteristics (Dimensions, Weight, and Cube) for Transportability of Military ; Vehicles and Other Outsize/Overweight Equipment	15 Jan 99 Mandatory
TC-ACCIS Manual	Transportation Coordinator – Automated Command and Control Information System User Manual	Jun 96 Mandatory
TM 38-250	Preparing Hazardous Materials for Military Air Shipment	01 Mar 97 Mandatory
TM 38-600	Management of Administrative Use Motor Vehicles	13 Sep 79 Mandatory
UPS Guide	UPS Guide for shipping Ground and Air Hazardous Materials	N/A Mandatory
	Shipping Your POV	23 Aug 99 Advisory
	Federal Travel Directory	01 Nov 99 Mandatory

Table 4-7: Forms

Document	Publication Name	Date
DA Form 17	Requisition for Publications and Blank Forms	01 Oct 79

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Document	Publication Name	Date
DA Form 348	Equipment Operator's Qualification Record	01 Oct 64
DA Form 2407	Maintenance request	01 Jul 94
DA Form 4600	Travelope	May 94
DA Form 4787-R	Reassignment Processing	01 Jan 87
DD Form 139	Pay Adjustment Authorization	01 May 83
DD Form 460	Provisional Pass	Mar 51
DD Form 884	Application for Transportation of Dependents	Nov 80
DD Form 1056	Authorization to Apply for "No Fee" Passport and/or Request for Visa	01 May 96
DD Form 1085	Domestic Freight Routing Request and Order	01 Jun 93
DD Form 1086	Export Traffic Release Request	01 May 76
DD Form 1131	Cash Collection Voucher	01 Apr 57
DD Form 1149	Requisition and Invoice/Shipping Document	01 Dec 93
DD Form 1265	Request for Convoy Clearance Request	01 Jan 59
DD Form 1266	Requests for Special Hauling Permit	01 Jan 59
DD Form 1287	Request for Commercial Transportation (Annual Training)	Sep 86
DD Form 1299	Application for Shipment and/or Storage of Personal Property	Dec 85
DD Form 1351-2	Travel Voucher of Sub-Voucher	Aug 97
DD Form 1797	Personal Property Counseling Checklist	01 Jul 82
DD Form 1970	Motor Equipment Utilization Record	01 Apr 81
DD Form 2278	Application for Do-It-Yourself Move and Counseling Checklist	Dec 87
FSH Form 58-E	Motor Transportation Request	Feb 98
FSH Form 63	International Travel Worksheet	Apr 96
FSH Form 73	Request for Shipment of Personal Property Prior to Issuance of Orders	Oct 88
FSH Form 769	Transmittal of Financial Documents	01 Jun 87
FSH Form 1906	Tally Sheet and Descriptive List	Jun 87
FSH Form 2930	Statement of Claimant	Nov 83
FSH Form 4283-E	Work Request (IFS-M)	Mar 96
OF Form 346	U.S. Government Motor Vehicle Operator Identification Card	Nov 85
SF Form 91	Motor Vehicle Accident Report	01 Feb 93
SF Form 1034	Public Voucher for Purchases and Services Other Than Personal	Oct 87

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Document	Publication Name	Date
SF Form 1103	Government Bill of Lading	Apr 85
FSH FL 8	No Fee Passport Application	Feb 96
FORSCOM Form 348-R	Request for Motor Transportation	01 Sep 85

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C-12.4.5. Technical Exhibit 5—Required Reports.

Instructions to the Service Provider concerning each report listed below are contained in DD Forms 1423 and associated Data Item Descriptions (DIDs).

PRD REF	CDRL #	DESCRIPTION OF REPORT
		None

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C-12.4.6. Technical Exhibit 6—Estimated Annual Workload and Associated Factors.

Table 6-1 lists the PRD services where estimated quantities of work output have been identified and as such are subject to variations. If, at the **end** of the basic and each option period, the total estimated workload for each subparagraph, considering complexity, difficulty, and cost of the various outputs below, varies above or below fifteen (15) percent from the total yearly estimated contract workload, negotiations for an equitable price adjustment (to include award fee pool) may be initiated by either party. The increases or decreases in estimated cost (to include award fee pool) shall be based on the net of all increases or decreases in changes to the workload for all sections. The yearly adjustment to the estimated contract cost, shall be made based only on the subparagraph(s) of the total contract whose workload increases *or* decreases in excess of fifteen (15) percent.

Table 6-1: Annual Work Counts

PRD Number	Work Count Title	Estimated Workload
C-12.3.1.1	Number of personal property shipments processed	5,870
C-12.3.1.1	Number of parcel post shipments processed	25
C-12.3.1.1	Number of parcel post memos processed	11
C-12.3.1.2	Number of customer inquiries concerning personal property	9,856
C-12.3.1.3	Number of cost estimates completed for customers for reimbursement or advance payment of personally procured movement of personal property	7
C-12.3.1.3	Number of reimbursement forms completed	203
C-12.3.1.4	Number of DITY moves processed	1,433
C-12.3.1.5	Number of EPA waivers prepared	1
C-12.3.1.6	Number of NTS Reports submitted to JPPSO	12
C-12.3.1.7	Number of request for extension of shipping entitlements processed	197
C-12.3.2.1	Number of travel request for group travel and overseas travel	2,895
C-12.3.2.1	Number of non-contract carrier requests processed	423
C-12.3.2.2	Number of requests for ground transportation	116
C-12.3.2.3	Number of requests for passport, VISA, portcalls, and SOFA stamps	881
C-12.3.2.4	Number of reconciliations of travel billing from financial institution	62
C-12.3.2.5	Number of pay adjustment vouchers processed	160
C-12.3.2.5	Number of cash collection vouchers processed	81
C-12.3.2.6	Number of customer inquiries concerning personal travel	7,903
C-12.3.3.1	Number of ITO estimates submitted	4
C-12.3.3.2	Number of mobilization plans reviewed	0
C-12.3.3.3	Number of unit moves	1
C-12.3.3.3	Number of convoy clearance requests processed	21
C-12.3.4	Number of inventories conducted on reusable containers and 463L pallets	4

SECTION C-12

PRD Number	Work Count Title	Estimated Workload
C-12.3.5.1	Number of vehicles managed	407
C-12.3.5.2	Number of Reports of Surveys initiated	16
C-12.3.5.3	Number of vehicle dispatches	7,503
C-12.3.5.4	Number of vehicle credit cards maintained	407
C-12.3.5.5	Number of vehicles maintenance managed	407
C-12.3.5.5	Number of times vehicles transported to local vendors for repair	319
C-12.3.5.5	Number of vehicle road tests performed	102
C-12.3.5.6	Number of days vehicle wash facility operated	251
C-12.3.5.7	Number of Government drivers license issued	863
C-12.3.6.1	Number of inbound shipments processed	1,133
C-12.3.6.1	Number of outbound shipments processed	584
C-12.3.6.2	Number of outbound UPS and FED EX shipments processed per year	833
C-12.3.6.2	Number of UPS and FED EX bills processed per year	71
C-12.3.6.3	Number of HAZMAT shipments processed	1
C-12.3.6.4	Number of inbound shipment discrepancies documented	0
C-12.3.6.5	Number of customer inquiries responded to concerning freight services	220
C-12.3.6.6	Number of small personal property shipments received	229

The following table contains historical information regarding official Government travel necessary to fulfill services specified in Section C-12 of the PRD.

Table 6-2: Annual Travel

PRD Number	Destination & Purpose	# Days per trip	FY 99 trips	Reserved
	None			

SECTION C-12

C-12.4.7. Technical Exhibit 7—Performance Summary of Quality Control Standards.

The services listed in this Performance Summary represent those key services for which at least one type of standard has been identified as necessary for satisfactory performance and shall be included in the Service Provider's QCP. Tasks called for in the Description of Services which have no pre-defined standard are not included. The absence of comprehensive Government standards does not absolve the Service Provider of the overall responsibility to generate high quality products and services according to normal business practices and industry standards, nor does this condition detract from Government enforceability nor limit the rights or remedies of the Government under all provisions of the contract.

Quality Control Plan (QCP) services will be monitored by the Service Provider in accordance with the approved QCP submitted by the Service Provider. The surveillance method used by the Service Provider to meet the Government performance standard shall be determined by the Service Provider and documented in the QCP. Acceptable surveillance methods include:

- Random sampling. This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled using a statistically based sampling procedure in which each service output in a lot has an equal chance of being selected to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained.
- 100% inspection of the output. This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- Periodic inspection of the processes or output. This method, sometimes called "planned sampling," consists of the evaluation of tasks selected on other than a 100 percent or random basis. It may be appropriate for tasks that occur infrequently, and where 100 percent inspection is neither required nor practicable. A predetermined plan for inspecting part of the work is established using subjective judgment and analysis of agency resources to decide what work to inspect and how frequently to inspect it.
- Customer Surveys and validated customer complaints. Although usually not a primary method, this is a valuable supplement to more systematic methods. In certain situations where customers can be relied upon to complain consistently when the quality of performance is poor, customer surveys and customer complaints may be a primary surveillance method, and customer satisfaction an appropriate performance standard. In all cases, complaints shall be documented, preferably on a standard form.

SECTION C-12

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-12.3.1.3	The Service Provider shall process moving expense forms, calculate estimated costs for personal property shipments, process claims for reimbursement, and provide guidance and advice as necessary	All cost estimate forms processed within 2 work days of receipt from customer	10% Lot = number of cost estimates per year
C-12.3.1.3	The Service Provider shall process moving expense forms, calculate estimated costs for personal property shipments, and process claims for reimbursement and provide guidance and advice as necessary	Claim for reimbursement forms completed error free within 3 workdays from receipt of all required documentation from customer	5% Lot = number of reimbursement claims processed per quarter
C-12.3.1.4	The Service Provider shall review and process DITY move documentation	All DITY move documentation processed and forwarded to DFAS within 5 workdays of receipt of all required documentation from the customer	15% Lot = Number of DITY moves processed per quarter
C-12.3.1.7	The Service Provider shall process requests for extension of shipping entitlements.	All request for extensions for shipping entitlements shall be processed within 5 workdays of receipt of request from customer	10% Lot = number of extension requests processed per year
C-12.3.2.2	The Service Provider shall process requests for ground transportation	All requests for ground transportation will be processed within 5 workdays of receipt of request from customer	10% Lot = number of requests for ground transportation
C-12.3.2.3	The Service Provider shall process approved requests for passports, Visas, port calls, and Status of Forces Agreements (SOFA) Stamps	Requests for passports, Visas, port calls, and SOFA stamps shall be processed within 2 working days of receipt of request from customer	5% Lot = number of requests processed per quarter
C-12.3.2.5	The Service Provider shall process cash collections and pay adjustment vouchers	All pay adjustment vouchers shall be processed error-free at time of customer request	1% Lot = Number of pay adjustment vouchers processed per year
C-12.3.2.5	The Service Provider shall process cash collections and pay adjustment vouchers	All cash collections vouchers shall be processed error-free at time of customer request	1% Lot = Number of cash collections vouchers processed error-free per year
C-12.3.3.1	The Service Provider shall review, update and transmit unit computerized movement planning and status system (COMPASS) data	All unit data must be reviewed and ITO estimates submitted to FORSCOM error-free and by established suspense date	30% Lot = number of ITO estimates submitted error-free to FORSCOM per year

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SECTION C-12

PRD PARA	SERVICE PERFORMED	PERFORMANCE STANDARD	MAX ERROR RATE
C-12.3.5.4	The Service Provider shall manage credit cards for fuel requirements	100% daily accountability for all vehicle credit cards and notify government official upon notification of lost card	1% Lot = number of Voyager credit cards maintained semi-annually
C-12.3.5.7	The Service Provider shall recommend issue of government drivers licenses	Recommendation for license issue submitted within 2 work days of applicant request	10% Lot = Number of government licenses issued per year
C-12.3.6.2	The Service Provider shall process outbound UPS and Federal Express shipments.	All outbound UPS and Federal Express shipments should be processed within 1 workday	1% Lot = number of outbound UPS and FED EX processed per quarter
C-12.3.6.2	The Service Provider shall process outbound UPS and Federal Express shipments	All UPS and FED EX bills shall be processed and forwarded to the COR within 3 workdays of receipt	1% Lot = number of UPS and FED EX bills processed per quarter
C-12.3.6.3	The Service Provider shall process HAZMAT shipments	All HAZMAT shipments will be properly packaged and have proper documentation	0% Lot = Number of HAZMAT shipments processed per quarter
C-12.3.6.4	The Service Provider shall administer the shortage, overage, damages, and discrepancy program	All shortage, overages and damages for every inbound shipment shall be documented and reported to MTMC	10% Lot = number of discrepancies documented per quarter
C-12.3.6.6	The Service Provider shall receive and inventory, small personal property shipments from customers and store until pickup by commercial carrier	All shipments will be accurately inventoried upon receipt and secured until pickup by carrier	1% Lot = number of small personal property shipments per quarter

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